

Troubleshoot Rate Increase

07/17/2025 10:13 am EDT

Sedona Office has a customer tool to help process rate increases called Company Rate Change.

If all accounts do not increase, the following criteria should be used when troubleshooting why the account(s) did not increase in price. Below is a list of areas for a customer account to review and examine closely to explain why the account(s) did not increase in price.

- Review the Account System information, mainly contract date(s).
- Check to see if there is a date in the "OK to Rate Increase After" field.
- Site information: Click on the Site and confirm that a Branch has been assigned.
- Next Cycle date for RMR confirms dates. Right-click on recurring for the customer, then click on "Include Past Canceled".

Company Rate Change

Description:

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information | Branches | Items | Import List | Notes | Customers | Post Rate Change

Effective Date:

Setup

☒ Use Item Codes Increase By: ☒ RMR Amount

☒ Increase ☒ Percentage ☒ Set All Items
-OR- ☐ Flat Amount
☐ Decrease ☐ Fixed Amount Amount:

☐ Use Recurring Renewal Dates ☐ Use Override Pctg Only

Effective Date is Renewal Date
AND Recurring Rate Increase Date is equal to the Effective Date, Increase by %
Update Rate Increase Date by months

Next Cycle Date

Next Cycle Date:

Customer Types ☒ Both
☐ Commercial RMR Minimum:
☐ Residential RMR Maximum:

Exclude Recurring Items

which have been rate increased within the last days.
which have a contract start date within the last days.

☐ Save As New Setup

2026 L9157 CCTV

Customer: 2026 Heartland Drugs Address: 168 S Pennsylvania Ave
Lansing, MI 48901

System | Custom Fields | Recurring | Equipment | Inspections | Notes & Comments

System Information

System Account: L9157
System Type: CCTV
Panel Type: UNKNOWN
Location: 28
Mem: 19511

Secondary Information

System Account:
Panel Type:
Transmission Format:
Service Information:
Warranty: One Year P & L
Warranty Start: 4/20/1989
Service Level: SVC Cont-Com
Primary Service Co: MI-SVC Cont
Alt Service Co 1:
Alt Service Co 2:
Require PO: ☐

Contract Information

Contract Form: 5 Year
Contract Number: 13023
Contract Date: 4/20/1989
Contract Length: 50 Renewal Months: 60
OK to Rate Increase After:
Cycle P.O.:
Cycle PO Expires:

Critical Message

Expires On:

CS Data Tracking U/D Info ☐ Inactive Save Close

of Disp Last 30 Days 0

Item Code	Description	System	Cycle	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End	Cycle End	Site
086	Recurring Mon Services II	Intrusion	M	\$10.00	\$10.00	2/1/2018	1/1/2018	1/31/2018		
086	Recurring Mon Services II	Intrusion	M	\$16.00	\$16.00	2/1/2018	2/1/2018			
Alarmnet	Alarmnet	Intrusion	M	\$20.00	\$20.00	2/1/2018	1/1/2018	2/12/2018		
Alarmnet Overages	Alarmnet Overages	Intrusion	M	\$30.00	\$30.00	2/1/2018	1/1/2018	2/28/2018		

JuliaLong
boo
Sites
 (24) Long, Julia Test
 (2) Long, Julia Test
Inactive Sites
Activity Ledger
Aging
Collections
Contacts
Credit Memos
Credit Auto
Deferred Income (Unposted)
Documents
EFT History
Inner Office Message
Invoices
Jobs
Journal Detail
Journal Summary
Notes
Payments
Prospects
Recurring
 New Recurring
 Create Cycle Invoice Now
 Refresh
 Include Past Canceled
Refunds
Sedona
Service
Systems